Electronic Acknowledgement Receipt				
EFS ID:	7681768			
Application Number:	10673105			
International Application Number:				
Confirmation Number:	2566			
Title of Invention:	Contact center resource allocation based on work bidding/auction			
First Named Inventor/Applicant Name:	Andrew D. Flockhart			
Customer Number:	48500			
Filer:	Douglas W. Swartz/Debra Kesner			
Filer Authorized By:	Douglas W. Swartz			
Attorney Docket Number:	4366-113			
Receipt Date:	25-MAY-2010			
Filing Date:	26-SEP-2003			
Time Stamp:	13:39:25			
Application Type:	Utility under 35 USC 111(a)			

Payment information:

yes
Deposit Account
\$180
13206
191970

The Director of the USPTO is hereby authorized to charge indicated fees and credit any overpayment as follows:

Charge any Additional Fees required under 37 C.F.R. Section 1.17 (Patent application and reexamination processing fees)

Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
1		IDS_14.pdf	415767	yes	5
1			ac13000113b1d3397d6e3ed4ae3641496f7 74130		
	Mult	ipart Description/PDF files in	zip description	'	
	Document Description		Start	End	
	Transmittal Letter		1	3	
	Information Disclosure Statement (IDS) Filed (SB/08)		4	5	
Warnings:			1		
Information:					
2 NPL Documents	Dinda_A_Prediction-based.pdf	687348	. no	8	
		b590b1d7962d9337d3b42bbe5e21b449c6 2958ae			
Warnings:				•	
Information:					
3 Fee Worksheet (PTO-875)	fee-info.pdf	29958	no	2	
		f0880292aa5f2bdc4d7b95f7f3450cc692fb1 0aa			
Warnings:					
Information:					
		Total Files Size (in bytes)	11:	33073	_

This Acknowledgement Receipt evidences receipt on the noted date by the USPTO of the indicated documents, characterized by the applicant, and including page counts, where applicable. It serves as evidence of receipt similar to a Post Card, as described in MPEP 503.

New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.